

Skillsoft Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.2 – July 2018

Name of Product/Version

Skillport Books (English and French)

Product Description

Web application

Date

07 Dec 2018

Contact information

Website: <https://support.skillsoft.com/contact.asp>

Email: support@skillsoft.com

Phone: Toll Free - 1-866-SKIL-HELP (1-866-754-5435) US/Canada (Other options available on website.)

Notes

For Skillsoft web-based eLearning products, the following sections are applicable:

- Chapter 3: Functional Performance Criteria (FPC)
- WCAG 2.0 Level A and AA Guidelines
- Chapter 6: Support Documentation and Services

This VPAT has been verified using JAWS 2018 in IE11 on Windows. The accessibility experience with other screen readers and browsers may vary.

Exclusions: This VPAT does not cover the following functions within the Books player:

- Community Comments: The dialog that appears when the user clicks on the Community Comments button in the toolbar.
- Help and Citation: The pop-up menus and dialogs that appear when the user clicks on the Help or Citation links in the footer area.
- Learning Plan set selection: The dialog that appears when the user selects Existing Set or New Set then clicks on the Select button in the Save To Learning Plan dialog. This functionality is available and accessible outside of the book player in Skillport 8i at the point where the book is opened or the book details are viewed.

Evaluation Methods Used

The following applications were used to support a manual assessment process:

- Desktop browsers: Internet Explorer 11, Firefox61
- Assistive technologies: JAWS 2018, NVDA18, Windows High Contrast Mode
- Accessibility testing tools: aXe, Colour Contrast Analyzer, Web Developer Toolbar, browser developer tools

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A Level AA
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	Yes

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content	Does Not Support	Some books contain images such as charts and photos within the content. This is third party licensed content for which the publishers do not provide text alternatives.
1.2.1 Audio-only and Video-only (Prerecorded)	Not Applicable	
1.2.2 Captions (Prerecorded)	Not Applicable	
1.2.3 Audio Description or Media Alternative (Prerecorded)	Not Applicable	
1.3.1 Info and Relationships	Partially Supports	Screen readers do not alert the user to the existence of bookmarks on pages. When dialogs open, screen readers do not inform the user. Within book content, heading structure follows the structure of the content (chapter, section, subsection) rather than the web page. This results in some pages missing some heading levels. Screen readers may not read notes containing only numbers.

Criteria	Conformance Level	Remarks and Explanations
		<p>The Share dialog has no heading structure.</p> <p>Some books contain tabular data presented in images which do not expose the table structure to assistive technologies. This is third party licensed content for which the publishers do not provide text alternatives.</p>
1.3.2 Meaningful Sequence	Partially Supports	<p>Screen readers may skip or repeat some content in the book banner and on pages containing images or lists.</p> <p>It is possible to read past the end of the tip pop-ups in the Share dialog, onto the page behind.</p>
1.3.3 Sensory Characteristics	Supports	
1.4.1 Use of Color	Partially Supports	<p>In the Share dialog, the Send Email link is distinguished from text by color alone.</p> <p>Within book content, links are distinguished from text by color alone.</p>
1.4.2 Audio Control	Not Applicable	
2.1.1 Keyboard	Partially Supports	<p>Some graphical button tooltips do not appear on keyboard focus.</p> <p>Large image views a cannot be opened or closed when a screen reader is running.</p> <p>Links in the table of contents don't respond to the SPACE key press.</p>
2.1.2 No Keyboard Trap	Supports	
2.2.1 Timing Adjustable	Not Applicable	
2.2.2 Pause, Stop, Hide	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold	Not Applicable	
2.4.1 Bypass Blocks	Supports	
2.4.2 Page Titled	Supports	
2.4.3 Focus Order (Level A)	Partially Supports	<p>When searching within book content, if no hits are returned focus is moved to the top of the page.</p> <p>In the book information dialog, focus may get stuck when tabbing backwards.</p> <p>When following a link from the table of contents, focus may be placed at random points on the page.</p> <p>When the Share dialog is closed using the Close button, focus may jump to the top of the page.</p> <p>It is possible to tab out of the tip pop-ups in the Share dialog.</p>
2.4.4 Link Purpose (In Context)	Partially Supports	<p>The meaning of some links could perhaps be clearer:</p> <p>‘Larger View’ within book content.</p> <p>‘See the Answer’ within tests.</p> <p>‘Edit’, ‘Remove’ and ‘Comment’ within Notes.</p> <p>‘Send Email’ in the Share dialog.</p>
3.1.1 Language of Page	Supports	
3.2.1 On Focus	Supports	
3.2.2 On Input	Partially Supports	<p>Removing a note causes focus to shift to the top of the page.</p>

Criteria	Conformance Level	Remarks and Explanations
		Selecting Show Notes causes focus to move back to the start of the content panel and the focus indicator to disappear.
3.3.1 Error Identification	Not Applicable	
3.3.2 Labels or Instructions	Partially Supports	Screen readers may not read the session timeout dialog. The Save To Learning Plan dialog title is not read until the user tabs into the first field.
4.1.1 Parsing	Supports	
4.1.2 Name, Role, Value	Partially Supports	The book content scrollbar does not convey its current value to assistive technologies. Assistive technologies do not always read the state of toggle buttons correctly. The Share dialog is not exposed as a dialog. In the Share dialog field labels have the incorrect role of textbox.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live)	Not Applicable	
1.2.5 Audio Description (Prerecorded)	Not Applicable	
1.4.3 Contrast (Minimum)	Supports	
1.4.4 Resize text	Supports	

Criteria	Conformance Level	Remarks and Explanations
1.4.5 Images of Text	Partially Supports	Some text is contained within images of graphs charts, tables, and other information items. This is third party licensed content for which the publishers do not provide text alternatives.
2.4.5 Multiple Ways	Not Applicable	
2.4.6 Headings and Labels	Supports	
2.4.7 Focus Visible	Partially Supports	Some actions cause the focus indicator to disappear.
3.1.2 Language of Parts	Supports	
3.2.3 Consistent Navigation	Supports	
3.2.4 Consistent Identification	Supports	
3.3.3 Error Suggestion	Not Applicable	
3.3.4 Error Prevention (Legal, Financial, Data)	Not Applicable	

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Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially supports	Refer to WCAG 2.0 1.1.1, 1.3.1, 1.3.2, 1.4.5, 2.1.1, 2.4.3, 2.4.4, 3.2.2, 4.1.2
302.2 With Limited Vision	Partially supports	In Windows High Contrast Mode, some things may not be sufficiently visible: <ul style="list-style-type: none">• Toolbar buttons and some other icon buttons have low contrast against the background.• Window close and maximize buttons are not visible, although tooltips appear on keyboard and mouse focus. Also, refer to WCAG 2.0 3.2.2
302.3 Without Perception of Color	Partially supports	Refer to WCAG 2.0 1.4.1
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Partially supports	Refer to WCAG 2.0 2.1.1, 2.4.3, 2.4.7, 3.2.2
302.8 With Limited Reach and Strength	Not Applicable	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

Chapter 4: Hardware

Notes: Skillport Books is not a hardware product.

Chapter 5: Software

Notes: Skillport Books is a web-based application, not a software product.

Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features	Supports	
602.3 Electronic Support Documentation	See WCAG 2.0 section	
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	All support documentation is online
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	Supports	
603.3 Accommodation of Communication Needs	Supports	End users have 24x7x365 access to customer support via email, phone, chat, and web form case submission.

Legal Disclaimer (Company)

Skillsoft endeavours to be the leader in providing optimally accessible technology in the markets we enter. Electronic Information Technology is a constantly evolving field, requiring statements of the accessibility features of any product, and its interaction with available assistive technologies and various user systems, to evolve as well.

Skillsoft strives, and will continue to strive, to provide a true and fair description of the accessibility conformance of its products in our VPATS, and if any further exceptions are found, we will address them as soon as is practicable. If we become aware of impacts (positive or negative) of new assistive technologies or user systems in common use, we will look to implement those as soon as is practicable. User feedback is highly informative and useful in these endeavours, so we urge users to share their insights and experiences on these topics, via the contact provided above.